



## NRRS Outlook

- **Reservation Statistics** – As we launch into a new year, the NRRS is experiencing an increase in reservations over previous years.

Total NRRS reservations in FY02 were 988,237 with \$41,680,792 in revenue compared with 988,710 reservations and \$39,646,286 in revenue FY01.

Forest Service FY02 reservations totaled 203,908 with \$11,811,984 in revenue compared to 202,968 reservations and \$11,065,924 revenue in FY01.

Forest Service has added 38 facilities and 364 sites to the NRRS inventory since fall of 2002. Inventory can be added at any time throughout the year.

As NRRS reservations increase, the program is experiencing a tremendous growth in reservations made via ReserveUSA to over 50% of advance reservations!

The Forest Service is also expanding use of the Park Office campground management program at three California Land Management facilities this spring.

- **Operation Procedures Manual** has been revised to enhance usability and update information. It will be released the week of Feb. 17 and posted on the NRRS Team home site. Thanks to all who have helped in this endeavor. The OPM should be updated regularly when procedures or policies change.
- **Forest Service Fall Forum Breakout Issues** have been updated with current information and posted to the NRRS Team home site.

We anxiously await spring here in the northeast. It was -20 degrees here in Vermont last week!

-Carol

## Marketing Materials



With summer right around the corner, now is the time to call or email Recreation Solutions for your NRRS **brochures** and **toolkits**. Call 530-647-5390 or email [jclark@fs.fed.us](mailto:jclark@fs.fed.us).

## National Park Service to Join NRRS

In December 2002, the National Park Service elected to join the NRRS. This is exciting news as the NPS was part of the original NRRS design team. We are working with the NPS to better understand their needs and plan to “go live” with their inventory on November 1. An Integration Team has been established to guide this process. Addition of NPS parks to the NRRS program provides opportunities for NRRS facilities that may be in proximity of a national park to accommodate overflow customers. We will also see tour and ticketing facilities added to the NRRS such as the Washington Monument, Independence Hall, and Mammoth Cave. The Bureau of Land Management, Fish and Wildlife Service, and Bureau of Reclamation may also bring facilities on to the NRRS.



This is a great Recreation One Stop opportunity for the public and fits within the President's initiatives for customer service.

## New Weekend Hours

Effective February 8, NRRS Call Center hours are modified for weekends only. Call Center hours are as follows:

### Labor Day through March 31:

Monday-Friday 10 AM – 7 PM EST

Saturday/Sunday 10AM – 5PM EST

### April 1 through Labor Day:

Monday-Friday 8 AM – 12 AM EST

Saturday/Sunday 8 AM – 9 PM EST

Analysis indicated significantly reduced NRRS calls during the weekend evening hours. Additionally, web reservations have increased to 50% of advance reservations. Customers are relying more on the Internet for their advance reservations.

## Reminder: Adding New Inventory

Your chance to add new inventory to the NRRS will officially expire on February 28, 2003. Visit the NRRS Inventory Site at <http://www.reserveamerica.com/nrrs-inv> to get started adding your new inventory. Sites submitted after February 28, will be added dependent upon current inventory workload.

## Facility Highlight ***Balsam Lake Lodge***

Nestled in the Blue Ridge Mountains of North Carolina, Balsam Lake Lodge offers a haven in the Nantahala National Forest. This mountain getaway can be reserved for weekends and weekdays.



The lodge opened its doors to the public when the Forest Service acquired the dwelling and lake in 1982. Since then, groups have rented the lodge for meetings, recreation, and environmental activities.

Located in Jackson County, the lodge overlooks Balsam Lake and offers spectacular mountain views. In addition, a variety of recreation is offered. Near the 8-acre lake are three short hiking trails, several fishing piers, and a picnic area. All are accessible to people with disabilities.

The Robinson Trail, suited for wheelchairs, leads to a dock and fishing pier that are accessible. The Malonee Trail travels 0.6 miles beside the lake to the day-use area. Wolf Creek Trail continues another 0.3 miles beside a stream. The lodge amenities include:

- 16 twin beds; Linens, blankets, and pillows
- A wheelchair-accessible kitchen with all utensils; Outside grills
- Three accessible bathrooms and one roll-in wheelchair shower
- A phone for local or credit card calls

### **National Contract Management Office**

Carol Holtz, COR (802) 747-6755  
John Cameron, FS-COTR (850) 523-8589  
Kristi Bray, Newsletter (530) 647-5396

### **ReserveAmerica**

Helpdesk – (877) 345-6777

### **Web**

<http://www.reserveusa.com>

<http://team-nrrs.usace.army.mil>

## ReserveUSA.com Website Redesign

The NRRS is pleased and excited to announce the redesign of the NRRS website, [www.ReserveUSA.com](http://www.ReserveUSA.com). The new and improved website became available to the public on January 14, 2003.

New features on the website include:

- ✓ An **improved search functionality**
- ✓ A **consistent “look and feel”** across all the website pages which reinforces the brand identity for ReserveUSA
- ✓ National Forest and Corps of Engineers **agency icons** on specific web pages
- ✓ **Improved maps and browsing** features
- ✓ A **quick process for customers who know where they want to go** to book a site
- ✓ **Section 508 improvements**
- ✓ **Photos!** (If your facility doesn't currently have photos on ReserveUSA.com or you wish to update your photos, instructions for submitting photos will be provided shortly.)

The ReserveUSA.com homepage includes the “eGov” brand, officially identifying ReserveUSA.com as “citizen-centric” and one of the E-Government initiatives of the President's management agenda. In the near term, this “eGov” brand will be a link to a website containing information about E-Government initiatives of interest to our citizens.

Should the field encounter errors and/or problems, they should be reported to the NRRS Help Desk at [nrrs-help@reserveamerica.com](mailto:nrrs-help@reserveamerica.com) or call 1-877-345-6777.

[www.ReserveUSA.com](http://www.ReserveUSA.com)

## **NRRS News**

The NRRS News is published every two months in an effort to share information with as many people interested in the reservation system as possible. If you would like to submit an article or nominate a “**Facility Highlight**” please let us know. To nominate a facility please send an electronic photo and 150 words or less on what makes your facility a special place. This is a great opportunity to share with others the variety of facilities that can be reserved and serves as a wonderful marketing tool for your facility. Please send any correspondence to Kristi at [kabray@fs.fed.us](mailto:kabray@fs.fed.us).

**Produced by**  
**Recreation Solutions**

